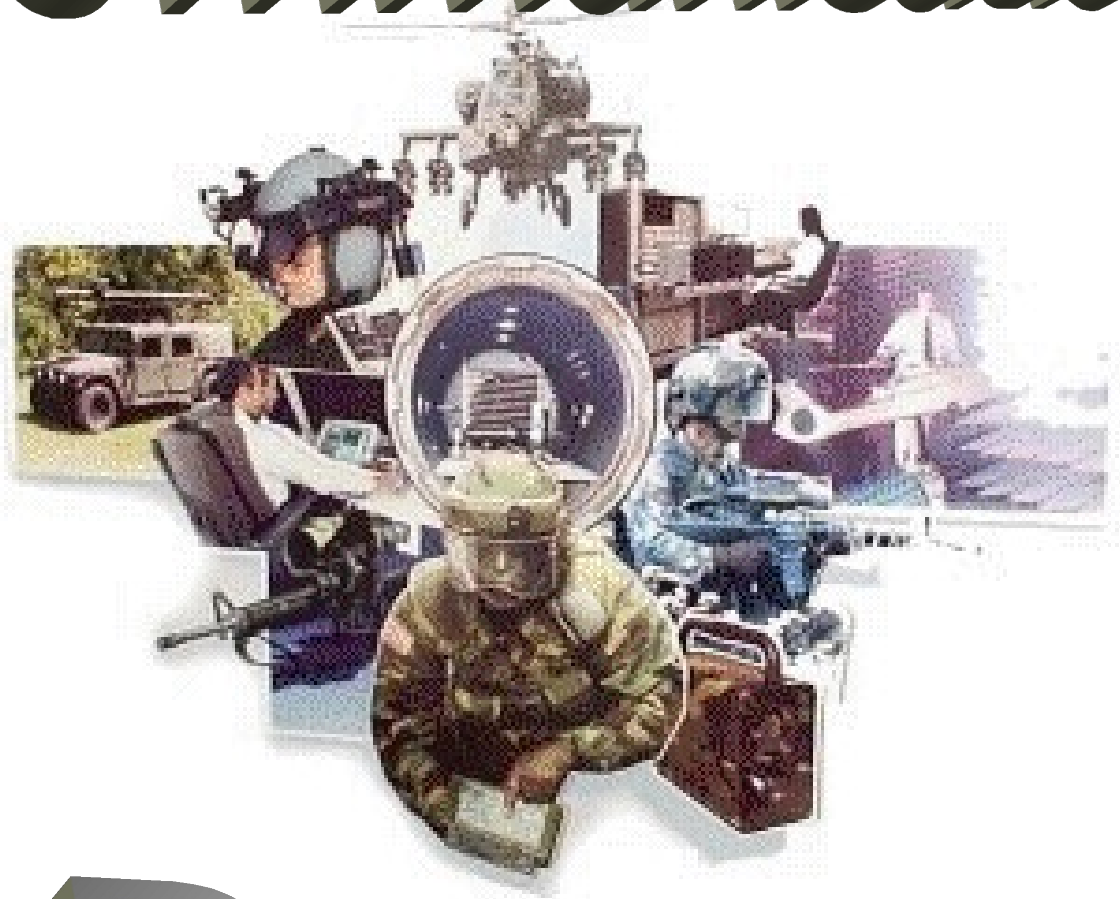


# Communication



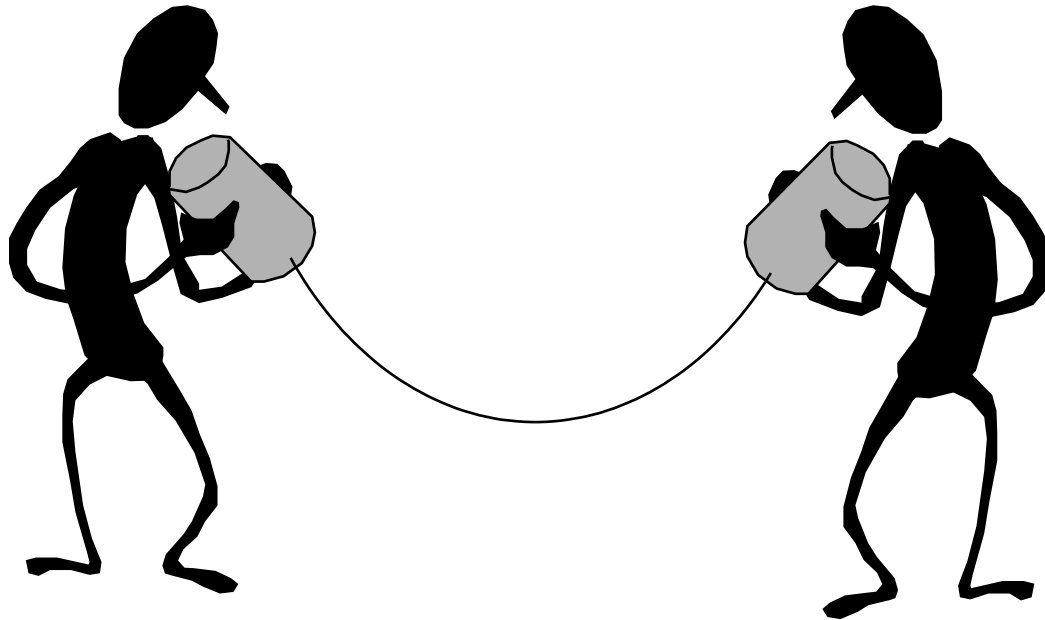
# Process

# Overview

- **Definition of Effective Communication**
- **Elements of the Communication Process**
- **Communication Barriers**
- **Cross-Cultural Misunderstandings**
- **Barriers to Cross-Cultural Communication**
- **Accents**

# Definition of Communication

**The successful exchange of information between individuals.**



# Guidelines to successful Communication



- **Prepare yourself**
- **Check partner**
- **Be Positive**
- **Use “I” message**
- **Be specific**
- **Active listening**
- **Stay Focused**

# Factors of Interpersonal Communication

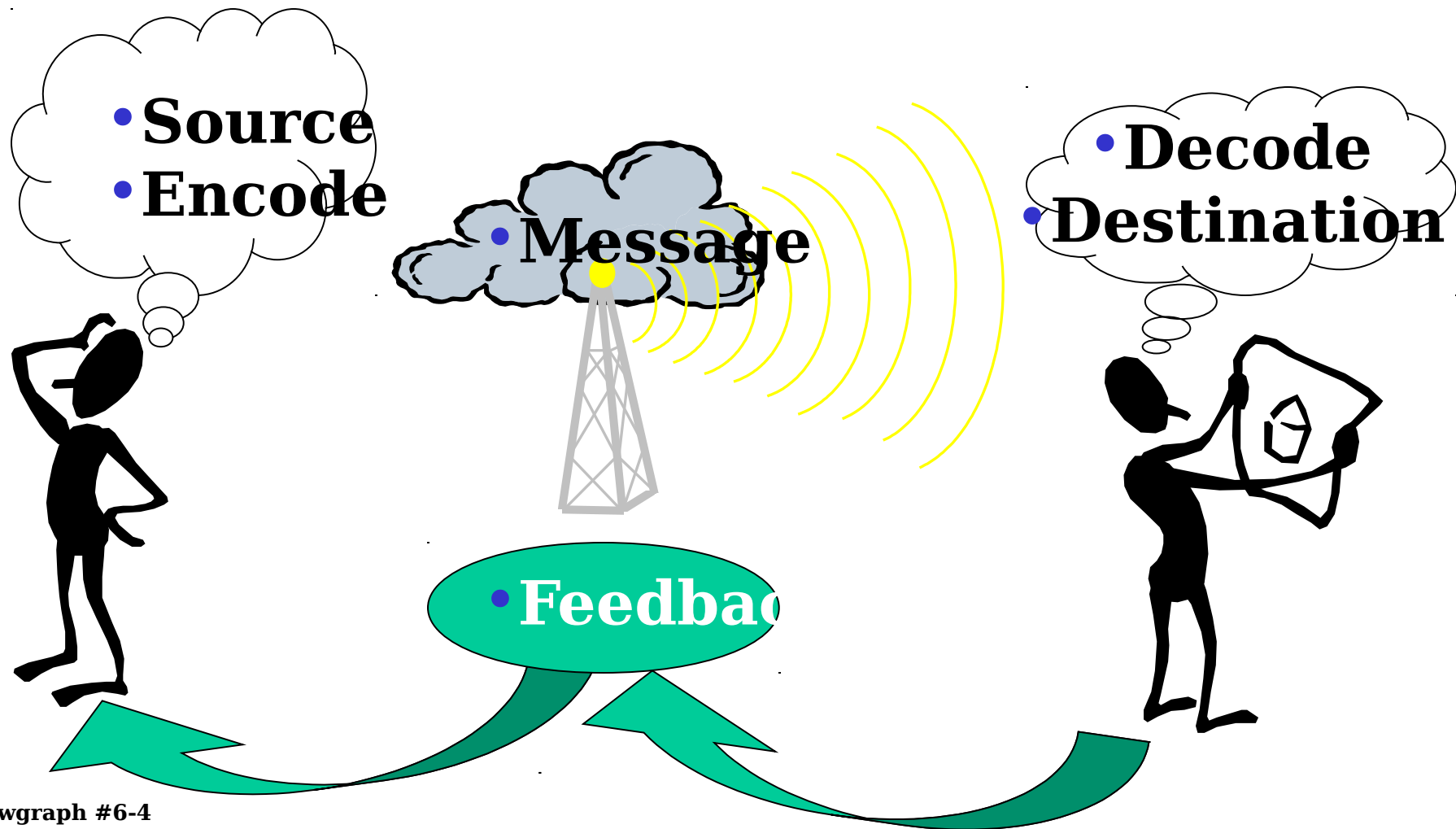
## ★ Self-concept

- ▢ Poor self-concept
- ▢ Coping with angry feelings
- ▢ Admit your emotions
- ▢ Self Disclosure

**“Poor self-concept=Poor communication”**



# Elements of the Communication Process



# Styles of Communication

## Style I

- ▣ Friendly
- ▣ Sociable
- ▣ Playful

## Style II

- ▣ Directive
- ▣ Persuasive
- ▣ Demanding
- ▣ Evaluative
- ▣ Blaming
- ▣ Praising

## Style III

- ▣ Speculative
- ▣ Tentative
- ▣ Uncertain
- ▣ Searching
- ▣ Reflecting
- ▣ Exploring
- ▣ Intellectual

## Style IV

- ▣ Disclosing
- ▣ Revealing
- ▣ Explicit
- ▣ Responsive
- ▣ Accepting
- ▣ Aware

# Communication Barriers

- **Language barriers**
- **Different communication styles**
- **Physical barriers**
- **Perceptual barriers**
- **Noise**



# Cross-cultural Misunderstandings

- **Social courtesies**
- **Flow of information**
- **Assertiveness**
- **Culture**
- **Honesty**

# Barriers to Cross-cultural Misunderstandings

- **Songs, symbols, and gestures**
- **Accents**
- **Jive and Jargon**
- **Lack of trust**

# Signs and Gestures

**Malcom "X"**



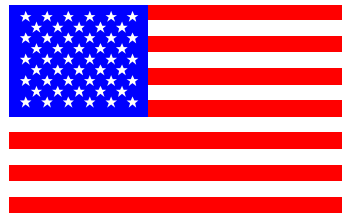
**Confederate Flag**



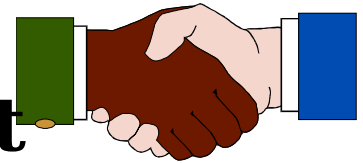
**Peace Sign**



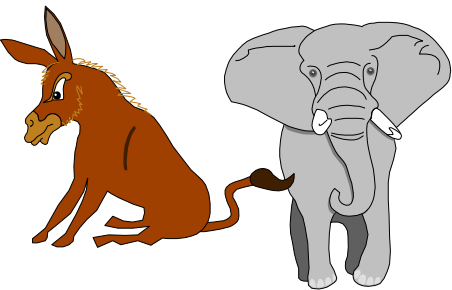
**National Flags**



**Handshakes**



**Political Caricatures**



**Clenched Fist**



# Accents

- **Americans often react negatively when listening to people with strong foreign accents**
- **Indifferent when someone is struggling with the English language**
- **Can lead to other assumptions and biases**

# Summary

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